

ORIGINAL

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF ILLINOIS

ILLINOIS COMMERCE COMMISSION

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COMMERCE COMMISSION

Volo Communications of Illinois, Inc.

Docket No. 2003 OCT 15 A 11: 01

ICC Office Use Only

Application for a Certificate of
Local and Interexchange Authority
to Operate as a Reseller and a Facilities
Based Carrier of Telecommunications
Services in the Service Territories of Ameritech
and Verizon in the State of Illinois.

CHIEF CLERK'S OFFICE

03-0639

APPLICATION FOR CERTIFICATE TO BECOME A
TELECOMMUNICATIONS CARRIER

GENERAL

1. Applicant's Name(including d/b/a, if any): FEIN #: 20-0194422

Volo Communications of Illinois, Inc.

151 South Wymore Road, Suite 3000

Altamonte Springs, FL 32714-4254

2. Authority Requested: (Mark all that apply) ☒ 13-403 Facilities Based Interexchange
☒ 13-404 Resale of Local and/or Interexchange
☒ 13-405 Facilities Based Local
3. Request for waivers/variances: In applications for local exchange service authority under Sections 13-404 or 13-405, waivers of Part 710 and of Section 735.180 of Part 735 are generally requested. In applications for interexchange service authority under Sections 13-403 and 13-404, waivers of Part 710 and Part 735 are generally requested. Please indicate which waivers Applicant is requesting and explain why Applicant is requesting each waiver/variance.

☒ Part 710 Uniform System of Accounts for Telecommunications Carriers

☐ Part 735 Procedures Governing the Establishment of Credit, Billing, Deposits,
Termination of Service and Issuance of Telephone Directories for Local
Exchange Telecommunications Carriers in the State of Illinois

☒ Section 735.180 Directories

☐ Other

4. For all applicants requesting local exchange authority under Section 13-404 or Section 13-405, please complete the following:
- (a) the Standard Questions for Applicants Seeking Local Exchange Service Authority found in Appendix A of this document
 - (b) the 9-1-1 Questions for Applicants Seeking Local Exchange Service Authority found in Appendix B of this document;
 - (c) the Financial Questions for Applicants Seeking Local Exchange Service Authority found in Appendix C of this document; and
 - (d) if applicable, the Prepaid Service Questions for Applicants Seeking Local Exchange Service Authority found in Appendix D of this document.
- See Appendices for Applicant responses.

5. In what area of the state does the Applicant propose to provide service?
Applicant proposes to provide service throughout Illinois, to the extent permitted by law. Applicant does not currently plan to provide local exchange services in those area where a small or rural LEC is exempt from the requirement to provide services to competing telecommunications carriers.

6. Please attach a sheet designating contact persons to work with Staff on the following:

- a) issues related to processing this application
Ken Duarte, Director of Carrier Relations & Regulatory Affairs
151 S. Wymore Rd., Suite 3000
Altamonte Springs, FL 32714-4254
Telephone: (407) 389-3232
Facsimile: (407) 389-3233
Email: kduarte@volocommunications.com
- b) consumer issues
Kara Boehm, Director of Customer Service & Provisioning
151 S. Wymore Rd., Ste. 3000
Altamonte Springs, FL 32714-4254
Telephone: (407) 389-3232
Facsimile: (407) 389-3233
Email: sboehm@volocommunications.com
- c) customer complaint resolution
Kara Boehm, Director of Customer Service & Provisioning
151 S. Wymore Rd., Ste. 3000
Altamonte Springs, FL 32714-4254
Telephone: (407) 389-3232
Facsimile: (407) 389-3233
Email: sboehm@volocommunications.com
- d) technical and service quality issues
John Hopwood, Director of Operations
151 S. Wymore Rd., Ste. 3000
Altamonte Springs, FL 32714-4254
Telephone: (407) 389-3232
Facsimile: (407) 389-3233
Email: jhopwood@volocommunications.com
- e) "tariff" and pricing issues
Ken Duarte, Director of Carrier Relations & Regulatory Affairs
151 S. Wymore Rd., Suite 3000
Altamonte Springs, FL 32714-4254
Telephone: (407) 389-3232
Facsimile: (407) 389-3233
Email: kduarte@volocommunications.com

f) 9-1-1 issues
John Hopwood, Director of Operations
151 S. Wymore Rd., Ste. 3000
Altamonte Springs, FL 32714-4254
Telephone: (407) 389-3232
Facsimile: (407) 389-3233
Email: jhopwood@volocommunications.com

g) security/law enforcement
Frank Zahrt, Director of Network Operations
151 S. Wymore Rd., Ste. 3000
Altamonte Springs, FL 32714-4254
Telephone: (407) 389-3232
Facsimile: (407) 389-3233
Email: fzahrt@volocommunications.com

Please identify each contact person's (i) name, (ii) title, (iii) mailing address, (iv) telephone number, (v) facsimile number, and (vi) e-mail address.

7. Please check type of organization?

☐ Individual ☐ Other (Specify)
☐ Partnership ☒ Corporation
Date corporation was formed: 08/25/03
In what state? Delaware

8. Submit a copy of articles of incorporation and a copy of certificate of authority to transact business in Illinois.
See "Exhibit A."

9. List jurisdictions in which Applicant is offering service(s).
Applicant's affiliates are authorized to provide interexchange and local exchange service in FL, MA, and is in the process of obtaining facilities-based authority in RI, NY and GA.

10. Has the Applicant, or any principal in Applicant, been denied a Certificate of Service or had its certification revoked or suspended in any jurisdiction in this or another name?

☐ YES (Please provide details) ☒ NO

11. Have there been any complaints or judgments levied against the Applicant in any other jurisdiction?

☐ YES ☒ NO

If YES, describe fully. _____

12. Has Applicant provided service under any other name?

☐ YES ☒ NO

If YES, please list. _____

13. Will the Applicant keep its books and records in Illinois? ☐ YES ☒ NO

If NO, permission pursuant to 83 Ill. Adm. Code Part 250 needs to be requested.

Pursuant to 83 Ill. Adm. Code Part 250, Applicant hereby respectfully requests permission to keep its books and records in the State of Florida at its principal place of business. Applicant will make such records available to the Commission upon request, and will reimburse the Commission for any necessary expenses to review such information.

MANAGERIAL

14. Please attach evidence of the applicant's managerial and technical resources and ability to provide service. This may be in either narrative form, resumes of key personnel, or a combination of these forms.
See "Exhibit B."

15. List officers of Applicant.
Shawn M. Lewis, President/CEO
Michael Khalilian, CTO

16. Does any officer of Applicant have an ownership or other interest in any other entity which has provided or is currently providing telecommunications services? ☒ YES ☐ NO

If YES, list entity. Applicant's affiliates of Volo Communications of Florida, Inc. d/b/a Volo Communications Group of Florida, Inc. and Volo Communications of Massachusetts, Inc. are certified in FL and MA, respectively. Applicant is a subsidiary of Volo Communications, Inc., which is a wholly owned subsidiary of Caerus, Inc. Mr. Shawn M. Lewis is the President and CEO of all entities.

17. How will Applicant bill for its service(s)? (At a minimum, describe how often the Applicant will bill for service and details of the billing statement.)

Applicant will directly bill its Customers on a monthly basis and will provide detailed billing showing the rates assessed for each service or service package, taxes and any other applicable charge. One-time non-recurring and monthly service charges will apply based on the service(s) provided. In addition, usage charges will apply for any usage-based service(s) selected. Usage charges will be measured in minutes for completed calls originated from the Customer's line based on the total number of calls during the billing period.

18. How does Applicant propose to handle service, billing, and repair complaints? (At a minimum, describe Applicant's internal process for complaint resolution, the complaint escalation process, the timeframe and process by which the customer is notified by Applicant that they may seek assistance from the Commission?)

Customers will have the option for service, inquiries or complaints to:

- call Applicant's toll free customer service line 866-711-2663
- utilize Applicant's website www.volocommunications.com to download the info needed, check account status & billing, and/or submit queries
- email Applicant at customerservice@volocommunications.com
- fax their queries to Applicant at 407-389-3233
- mail their queries to Volo Communications of Illinois, Inc., 151 S. Wymore Rd, Suite 3000, Altamonte Springs, FL 32714-4254.

Applicant's Customer complaint process begins with an acknowledgement email/call, within 24 hours, to the Customer informing that:

- their complaint has been received
- their issue will be addressed & a call will be received within 48 hours
- and their customer contact person will be, including his/her contact info, should the Customer have any questions in the interim.

In the event the Customer's complaint can not be resolved within the 48-hour period, the Customer will be informed of this during their 48-hour callback, along with the prospective date of resolution.

If for some reason the customer contact person's resolution does not meet the Customer's needs and/or timeframe, the Customer will be given the option of discussing the matter with a Supervisor. If a mutually beneficial alternative can not be reached with the Customer and Supervisor, then the Customer will be referred to the Commerce Commission for assistance.

Re: billing, Customers will have the option of receiving a mailed paper statement, email notification and/or on-line viewing at their convenience.

New features and products will be showcased on the web site noted above. Customers who have selected email notification will receive an email to alert them to view the website for more info; otherwise, bill inserts will be included in monthly bills for those without email access.

19. Will personnel be available at Applicant's business office during regular working hours to respond to inquiries about service or billing? ☒ YES ☐ NO
20. What telephone number(s) would a customer use to contact your company?
Toll free 866-711-2663
21. Will Applicant abide by all Federal and State slamming and cramming laws pursuant to Section 13-902 of the Public Utilities Act and Section 258 of the 1996 Telecommunications Act?
☒ YES ☐ NO
22. Please describe applicant's procedures to prevent slamming and cramming of customers?
Any changes to a Customer's account will be verified by a call from Applicant's Quality Assurance department to the customer on record and to insure change order validity. For presubscribed service, the Company will attempt to obtain a written letter of agency prior to implementing a carrier change and prior to commencing service. All marketing will be done in accordance with applicable state and federal regulations. All charges, including any monthly recurring charges, onetime charges, taxes or surcharges will be clearly disclosed.
23. If granted authority to operate as a local exchange carrier, will the applicant abide by the following 83 Illinois Administrative Code Parts: 705, 710, 720, 725, 730, 732, 735, 755, 756, 757, 770, and 772?
☒ YES ☐ NO (If no, please provide an explanation.)
24. Is Applicant aware that it must file tariffs prior to providing service in Illinois?
☒ YES ☐ NO

FINANCIAL

25. Please attach evidence of Applicant's financial fitness through the submission of its most current income statement and balance sheet, or other appropriate documentation of applicant's financial resources and ability to provide service.

Attached hereto as "Exhibit C" are financial statements that demonstrate the existence and availability of the Company's financial resources. These documents are proprietary and are being filed under seal.

TECHNICAL

26. Does Applicant utilize its own equipment and/or facilities? X YES _____ NO

If YES, please list the facilities Applicant intends to utilize. Also include evidence that Applicant possesses the necessary technical resources to deploy and maintain said facilities:

Applicant will not be designing, constructing, operating, or maintaining a telecommunications network. It seeks authorization to operate as a facilities-based carrier to ensure its ability to purchase or lease UNEs, particularly UNE-P, from the Incumbent Local Exchange Carrier(s). Applicant also intends to provide telecommunications services through the wholesale purchase of retail telecommunications services from Carriers, like Level 3 and MCI. The licensed carriers from which Applicant will purchase UNE-P and retail telecommunications services will be responsible for the design, construction, operation, and technical maintenance of the facilities. Applicant will utilize Caerus Networks CONX-4T and CONX-5T switches.

If NO, which facility provider(s)'s services does the Applicant intend to use?

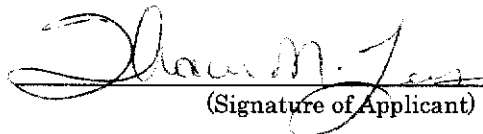
27. Please describe the nature of service to be provided (e.g., operator services, internet, debit cards, long distance service, data services, local service, prepaid local service).

Volo proposes to offer facilities-based and resold local service, interexchange toll service, conference calling, and voice enhanced services throughout Illinois. All services are offered to Carrier and business customers, although the company's initial marketing efforts will be focused on the Carrier market.

28. Will technical personnel be available at all times to assist customers with service problems?

X YES _____ NO

29. If Applicant intends to provide payphone service, will the equipment utilized comply with FCC requirements and Finding (9) of the Commission Order entered in Docket No. 84-0442 on June 11, 1986, including, but not limited to: (a) touch dialing; (b) access to 9-1-1 and "0" operator dialing without use of a coin; (c) rules governing use of payphones by disabled persons; (d) ability to complete local and long-distance calls; (e) unlimited duration for local calls; and (f) a message explaining the telephone's general operations, dialing instructions for emergency assistance, payphone owner's name, method of reporting service problems and method of receiving credit for faulty calls? NA YES NA NO


(Signature of Applicant)

VERIFICATION

This application shall be verified under oath.

OATH

State of Florida

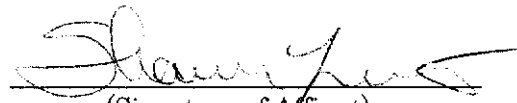
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County of Seminole

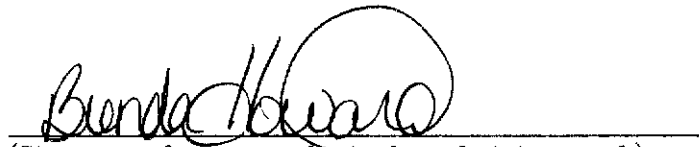
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I, Shawn M. Lewis makes oath and says that I am the President and CEO of Volo Communications of Illinois, Inc. and that I have examined the foregoing application and that to the best of my knowledge, information, and belief, all statements of fact contained in the said application are true, and the said application is a correct statement of the business and affairs of the above-named applicant in respect to each and every matter set forth therein.


(Signature of Affiant)

Subscribed and sworn to before me, a Notary Public/ _____
(Title of person authorized to administer oaths)

in the State and County above named, this 14th day of October, 2003.


(Signature of person authorized to administer oath)

